

# **Employee Availability, Scheduling and Attendance Policies and Procedures**

San Jose Arena Management, SAP Center, Oakland Ice center and Solar4America Ice-Fremont/San Jose and its contractor's responsibilities are to ensure that there are a sufficient number of qualified employees staff to each event/shift so that our guest's safety and comfort is assured. It is also our goal to deliver a consistent level of superior service to our guests, by building an experienced, reliable staff and attaining staffing continuity from one event/shift to the next. At the same time, we want to maximize the work opportunities for employees by creating a system that offers employees as many hours of work and shifts as possible, while allowing some flexibility to consider each employee's expressed availability and preference for working events/shifts when the monthly scheduling is done.

For us to accomplish these objectives, minimum standards of employee responsibility regarding availability, scheduling and attendance have been established. We must also maintain a sufficiently large pool of employees who are available and can be depended upon to work their fair share of events/shifts at all times, but especially when circumstances are most demanding, such as:

1. Times when there are an above-average number of events/shifts in a week or a month;
2. Events/shifts which draw large numbers of guests;
3. Events/shifts which occur on holidays; and
4. Events/shifts which present unusual guest service/crowd management challenges demanding more staffing.

To meet the obligations to our guests, as well as to the many employees who are unfairly burdened by unexpected absences among co-workers, we have established the following policies, procedures and standards regarding: Availability and scheduling, as well as attendance and tardiness

## **ARAMARK Availability and Scheduling**

Aramark Concessions employees may pick up and Event Availability/Preference form from the Aramark Scheduling Coordinator or at the Employee Bulletin Board area and return the completed form to the Availability Forms deposit box located at the Aramark Bulletin Board. Other ARAMARK employees may obtain this form from their manager and return it to their department manager. Employees are responsible for knowing the deadlines for turning in this form on a monthly basis so that they may be considered for work for the following month. Failure to do so will affect scheduled work assignments. Employees who do not complete and submit an Availability/Preference form for two consecutive months are subject to termination, unless on an approved leave of absence. Employees are advised that completion of this form does not guarantee work assignments since some events may be fully staffed and will not require all employees who have made themselves available to work. Employee Schedules are posted on the ARAMARK Bulletin Board by the 25th of each month, showing the work schedule for the following month. Employees are responsible for checking their schedule on a regular basis and recording their report days and times. ARAMARK will not be calling employees to provide their schedules; such calls are reserved for unusual circumstances and at the discretion of ARAMARK.

When filling out the Event Availability/Preference Form, employees must indicate their availability/preference for all events/scheduled shifts and make themselves available to work, at a minimum for:

1. 75% of the scheduled events for each quarter.
2. Priority events which typically draw large numbers of guests occur on holidays and/or have unusual guest service/crowd management challenges, demanding more staff. Priority events are identified with a "P" on the Event Availability/ Preference Form.

The number of shifts for which an employee is actually scheduled will depend upon a variety of factors, such as qualifications, performance, seniority as appropriate and attendance record of the employee, timely receipt of the Event Availability/Preference Form, and the staffing requirements of the events. Accordingly, this policy does not establish a guarantee that employees will be called to a minimum number of events, or to all of the events for which they have made themselves available.

### **ARAMARK Attendance, Tardiness and Failure to Report**

All scheduled Concessions employees should clock in at their scheduled start time and receive their work assignment from their timeclock receipt. When clocking in for work, all employees should be in proper uniform and in compliance with the Appearance and Uniform policy.

Employees who fail to report to work without prior notice, cancel a shift or are tardy shall be subject to discipline up to and including discharge. The level of discipline shall be in accordance with the following schedule. Employees who acquire twenty-one (21) points within any twelve (12) month period are subject to discharge. The twelve (12) month cycle begins September 1 and ends on August 31 of the following year. Employees who acquire 14 points within the 12 month period will receive a letter listing point usage and an explanation of the policy.

### **ARAMARK Attendance Points**

Failure to Report (i.e., employee scheduled to work fails to appear without prior notice to the Concessions Scheduling Coordinator or their department manager, as appropriate.) 7

Late Cancellation (i.e., employee scheduled to work cancels within 24 hours before scheduled shift.) 3

Advance Cancellation (i.e., cancels more than 24 hours before scheduled shift.) 2

Tardiness (i.e., employee scheduled to work reports after the start of their scheduled shift) 1.5

Tardiness for a scheduled shift may result in an employee being sent home without pay. The employer will consider making an exception to its Attendance, Tardiness and Failure to Report policies only when an employee's continued employment will be jeopardized as a result of an accumulation of points under that policy.

### **ARAMARK Availability and Scheduling Changes**

If an employee is unable to work an event for which they have been scheduled, they are required to fill out a Request For Leave of Absence form and provide a valid reason for why they can't work. Request For Leave of Absence forms may be picked up from the ARAMARK Human Resources office and, once completed, must be returned to their department manager. It is important to fill out a Request For Leave of Absence form as soon as you are aware of a scheduling conflict and not fewer than seven days prior to your work shift. All requests for leave of absence are subject to approval by the appropriate department manager. In addition, failure to obtain written approval from the department manager for a leave of absence request may result in disciplinary action up to and including termination if the requesting employee goes on leave without prior approval.

When filling out the Request For Leave of Absence form, please keep in mind:

1. Wanting to attend an event or having tickets for the event is not a valid reason for not being available to work a priority event or other scheduled shifts. Employees should always check with the Scheduling Coordinator, the Human Resource manager, or designee as appropriate, to see if they are needed to work prior to buying tickets or planning to attend an event.
2. Employees planning a vacation should give the Scheduling Coordinator at least one month's notice. Employees should not assume they might receive time off for vacation or other reasons and especially when they make last minute plans. Employees should avoid planning vacations and other activities during busy periods at the arena.
3. All decisions for granting leave of absence requests are made by the appropriate department managers.

As noted above, the preferred method of informing ARAMARK of availability or scheduling conflicts that will prevent working an already scheduled shift is to complete a Request for Leave of Absence form. However if special circumstances do not allow for such advance notice, the employee must call their department manager as soon as the schedule conflict is known. Concessions employees must contact the Scheduling Coordinator at (408) 999-6806. An approved absence is subject to the manager's approval. Documentation for that absence may be required for certain situations. When notifying the manager or the Scheduling Coordinator, as applicable, the employee must at minimum provide the following information:

1. Employee name
2. The reason for the call
3. The reason for the absence
4. Date(s) of absence
5. Telephone number and time when employee can be reached

When an employee's changed circumstances make it unlikely that he or she will be able to meet the Availability and Scheduling policy, or the Attendance, Tardiness and Failure to Report policy, the employee and the department manager need to evaluate whether continued employment is appropriate.

Any exceptions to the employer's Scheduling and Availability policy, or its Attendance, Tardiness and Failure to Report policy, must be authorized in writing by the ARAMARK General Manager, ARAMARK Department Manager or ARAMARK Human Resources Manager. When exceptions to these policies are made, the exception and the reason for it will be noted in the employee's file. Combinations of discipline related to absence and tardiness may lead to a higher level of discipline depending on the employee's attendance history.

### **ARAMARK Vacation Scheduling Policy**

Requests for vacations must follow the same procedures as those described for requesting a leave of absence

However, if an employee submits a vacation request for the current month, it is less likely that the employer will be able to grant the time off. The employer will consider all extenuating circumstances for the late request, and if scheduling and operational needs can still be met, permission to take the late-scheduled vacation may still be granted.

### **ARAMARK Paychecks**

The workweek begins on Thursday and ends on Wednesday. The payroll period consists of two weeks; pay periods are bi-weekly. Your hours are processed here and then sent to the ARAMARK corporate office in Philadelphia for the processing of the paycheck. The paycheck you receive on a Friday will be for the

hours you worked during the previous two (2) weeks, not for the week in which you received your check.

### **ARAMARK Check Issue Schedule**

Paychecks will only be available for pick-up on designated paydays as shown below:

Friday (Non-Event Days) 9:00 a.m. - 5:00 p.m.

Friday (Event Days) 9:00 a.m. - 5:00 p.m.

Paychecks not picked up on designated paydays, will be made available for pickup during specified dates and times. All employees are responsible for reviewing their manager approved work hours by doing so at the timeclock on a regular basis. To review your approved work hours, employees must press the Review Hours button on the timeclock. If there is a discrepancy with regard to the approved work hours, employees must complete a Payroll Discrepancy Form and submit it to Payroll.

Paycheck policy will not allow employees to have another person pick up their paycheck. For employees who have their paycheck direct-deposited, those employees must pick up their paycheck stub and review and verify by signature, hours worked and paid for on their paycheck. Employees are responsible for notifying Payroll, in writing, of any changes in their mailing address.

Any employee failing to report for work on an event day after receiving their paycheck on that day will be subject to disciplinary measures up to and including termination.

The employee must show their SAP Center ID Card to receive their check.